

TECHNICAL SERVICES BUREAU MANAGER

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and manage the work of the Technical Services Bureau, including Identification, Property and Evidence, and Records sections; serve as liaison to the Information Technology Division within the Police Department in addition to planning and developing technology projects; and provide highly complex technical staff assistance to the Support Services Director.

Supervision Received and Exercised:

Receives direction from the Support Services Director or from other supervisory or management staff.

Exercises direct supervision over technical, clerical, and supervisory staff assigned to the Bureau.

Essential Functions:

Duties may include, but are not limited to, the following:

- Plan, develop, purchase and implement technology projects within the assigned areas of responsibility within the Police Department; prepare strategic plans concerning automation for the department and establish priorities regarding systems projects; ensure the integration of all police automated systems.
- Provide oversight of and assist in the recruitment and selection processes for the Technical Services Bureau; manage the selection of staff; provide or coordinate staff training; assign work activities, projects and programs and monitor work flow; review and evaluate work products, methods and procedures.

Effective November 1988
Revised January 2002 (Title Change)
Revised January 2004 (Duties & Exp)
Revised September 2005 (Reclass & Title Change)
Revised January 2008 (Reclass & Title Change)
Revised May 2009 (Duties & Exp)
Revised Dec 2010 (Title change)

CITY OF TEMPE

Technical Services Bureau Manager (continued)

- Prepare the Technical Services Bureau budget; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.
- Direct the preparation of required reports and records; ensure timely submission and evaluate as necessary
- Recommend and implement goals and objectives for the bureau including establishing timelines and methods; and implement policies and procedures
- Promote teamwork and professional development and ensure effective customer service is provided by police personnel assigned to the Technical Services Bureau; support recognition of all employees
- Provide direct oversight to the Identification Section operations, including Arizona Automated Fingerprint Identification System (AZAFIS), Mug Photo Interface System (MPIS), Digital Storage System (Digital Darkroom), Digital Camera Program, Crime Scene/Evidence Processing, Intoxilyzer Quality Assurance Program, and the Portable Breath Testing (PBT) Devices Program
- Communicate, coordinate and serve as a liaison on bureau operations and activities with other law enforcement and criminal justice agencies, and other internal city and department divisions
- Develop and implement technical models and systems pertaining to Records Management, Property and Evidence, and Crime Scene Investigations used in the operation of public safety automated systems
- Participate in Department-wide crime suppression efforts and serve as a member of the Command staff. Prepare reports and uses information and analysis to anticipate potential issues/trends and implement appropriate actions
- Provide direct oversight to the Property and Evidence Section operations, including QueTel Bar Coding System; conduct quarterly audits to ensure integrity of all police evidence and property in accordance with state laws, City Ordinances, and departmental polices and procedures; analyze and evaluate operations within area of responsibility to improve efficiency and productivity; review statistical data to determine effectiveness of methods and procedures which includes implementation of retention and disposition of property

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CITY OF TEMPE

Technical Services Bureau Manager (continued)

Provide oversight of the System Security function within Records with

responsibility of the Department's Criminal Justice Information Networks

In the absence of the Support Services Director, assume the responsibilities

of that position

Minimum Qualifications:

Experience:

Three years of increasingly responsible supervisory experience in a public safety environment including two years of operational management experience over a section or unit. Experience working in Identification, Records Management and/or

Property and Evidence is desirable.

Education:

The equivalent to a Bachelor's degree from an accredited college or university with major course work in police administration, police science, criminal justice,

or a related field is preferred.

Licenses/Certifications:

Terminal Operator Certification awarded by the Arizona Criminal Justice

Information Systems Division within six months of hire.

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

(Pending)

Job Code: 436

FLSA: Exempt / Classified

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